

مؤسسة لجان العمل الصحي

Health Work Committees



**Assessment Report of
Health, Social and
Psychosocial Interventions
and Centralized Referral to
both of Ishraqa Centers**

2017



Content

Establishment of Ishraqa's Centers	1
Assessment Objective	2
Methodology	2
Assessment Indicators	3
Assessment Results	4
Recommendations	11



Establishment and Growth of Ishraqa's Centers

Health Work Committees established Ishraqa centers in Qalqilya governorate at the headquarter of the Health Center and in Hebron governorate at the headquarter of Hebron Emergency Center in the Old City of Hebron. This project started with the support and fund from the United Nations Population Fund. In addition, the project was initiated due to the accumulated experience of the Work Health Committees that aims for a comprehensive service, expanding opportunities and options for women in the fields of health, psychology, social, and legal as well as welfare, empowerment, and development services.

The number of women and girls, who survived the violence and sought to get the needed social and psychological services at the non-health centers is less now. The decrease of the number of beneficiaries from such services is due to various social constraints. As well as, there is a weakness in the availability of these comprehensive services in some organizations in the areas that suffer from isolation, marginalization, and violations against the health, social, and cultural rights. Where women seek to cross the long distance to be benefited from various services. Due to the previously mentioned reasons, the organization was encouraged to develop an approach with a comprehensive theme to provide services that are based on expanding options for women especially those who survived violence. Also, these services enable to empower women in the health, psychological, educational, and legal aspects. Thus, since 2016, the Health Work Committees approached to implement Ishraqa Center method, in Qalqilya governorate and Hebron governorate at Health Work Committees Centers in these centers.

The Health Work Committees believes that the woman has the capabilities, abilities, and creations that need to be supported. Ishraqa Centers are concerned in enhancing the coordination and networking among the different sectors that work in the Hebron and Qalqilya governorate. Therefore, the Work Health Committees started, since the launching of the Ishraqa Centers, in forming steering committees of sectors, official organizations, and nonprofit organizations in the fields of support, empowerment, and protection of the Ishraqa Centers in both of the governorates

The committees worked in providing the human and financial resources to facilitate the provision of the various services for women and girls who survived the violence. This was done by appointing female coordinators, female psychologists, and female lawyers. In addition, the committees provided the service of fitness, sport, and Zumba at the Ishraqa center of Qalqilya. As well as, the committees developed work models, reports, and monthly plans that are parallel with the intended goals of the project. Finally, the health committees appointed coordinator to supervise, follow up, and develop the work of the Ishraqa centers with the targeted groups, partners, programs, and other units in the Health Centers

Areas of work at the Ishraqa Centers in both of the governorates

- The provision of health, psychological, social, and legal counseling and guidance services for women and girls in a complete professional and confidential manner taking into account the privacy of each woman.
- The contribution of promoting the awareness among the youth in regarding the reproductive and psychological health; through the awareness activities and the training that targets men, university students, and activists in the local community.
- Networking and transformation among the local official organizations and the nonprofit ones to serve and solve the issues of violated women in a comprehensive form in the fields of health, social, and legal fields, through signing understanding's memoranda and partnerships among local organizations and through the steering committees of the two governorates.
- Providing a safe space for women and girls to practice the recreational, cultural, and sports activities.

Assessment Objective

Spotting the light on the internal and external consistency, appropriateness degree, effectiveness level, efficiency level, and sustainability for the group awareness activities and the individual counseling for women and girls as a key focus for the work of the two centers and examine the extent of appropriateness of the awareness inputs against the intended goals, results, and outputs.

This assessment includes the following:

1. Evaluating the quality of the group awareness and the individual counseling for women and girls.
2. Identifying gaps, challenges, and obstacles during the implementation process for the awareness and counseling activities.
3. Evaluating the strengths and weaknesses points for the service provision.
4. Assess the impact of the awareness activities and the individuals counseling on the beneficiaries and targeted groups.
5. Findings and lesson learned.

Methodology

Conduct focused groups of benefited women and girls from the awareness activities in the two governorates, where we conducted two focus groups in Hebron governorate: The first one was held in the headquarter of the Ishraqa center and the number of the beneficiaries was 25. The second one was in the Jabir neighborhood which was targeted by Ishraqa center in the old city and the number of beneficiaries was 25. On the other hand, two focus groups were conducted in Qalqilya governorate: the first one was conducted in the headquarter of the Ishraqa center in the health center with a group of benefited youth from the center of Ishraqa and the number of the participant was 15. The second focus group was conducted with a group of women and the number of the beneficiaries reached 22, and it was held in the headquarter of the Women Work Department which was targeted by the center's activities.

Evaluate the methods and mechanisms of the individual psychological, social, and legal intervention with women who approached the center to receive the service of the Ishraqa Center. The evaluation was done through reviewing monthly reports and periodic forms and files which document the intervention cases with women including meetings with a female psychological specialist, female lawyers, and female coordinators with the Ishraqa centers.

Assessment indicators

Importance and responsiveness

- How did you know about Ishraqa and how were you invited to participate in the awareness seminars?
- How do you value the importance of Ishraqa in the local community and its appropriateness to your needs?
- How the awareness issues were chosen, did you participate in choosing the awareness topics and how?

Efficiency

- What are the awareness topics that you participated in?
- What is your opinion about the awareness activity in term of: awareness topics? The time used for each awareness session?
- were there materials and workshop papers distributed during the awareness sessions?
- Was there any previous evaluation for the evaluation sessions? What tools were used for the evaluation?
- Did the awareness program achieved the intended goal based on the expectations that were already built?
- Are the facilitators with sufficient knowledge and experiences in the subject headings?
- To what extent the awareness activities were relevant to your needs in term of needs to the protection from violence?
- Was the timing of the meetings suitable for your circumstances?
- Does the facilitator provide all requirements of the awareness meetings?

Effectiveness

- To what extent are you satisfied with the awareness activities with the Ishraqa center
- To what extent do you feel that the facilitators understand your needed and motivate attendees to participates in the awareness sessions?
- To what extent do you think that the activities achieved the goals that were organically established?
- How do you see the level of the following up, monitoring, and updating for your needs with the Ishraqa center?

Impact

- What are the results and advantages of these sessions upon your lives and how do you describe the changes that were achieved as a result of your participation in these activities?
- What is the negative impact of these activities? Were there unanticipated and unexpected results? continuity?
- Did the Ishraqa contribute in introducing other organizations and how? Have ever gone to these institutions?

Lesson learned

- What is your recommendation for improving the work with women who are suffering from conditions such as your condition in the future? What kind of activities do you recommend to work with them? what about the work methodology in the future? What are the things that you will change compared to the current project?
- If you were given the chance for planning and implementing the project with women who suffer from these conditions, let us do that? Who do we focus on? What do we focus on? How do we do it? How will you know that you have achieved your goal?

Assessment Results

First: the level of compatibility

Based on the revision of the available date of reports, the monthly periodic, individual cases reports, used forms in working with documented cases, results of interviews with psychosocial and legal service providers at the Ishraqa centers; where 103 cases were documented during the year of 2017. The data indicates that the violation cases relate to the political, economic, social, and cultural violation. Where women are subjected to various forms of violence whether it is sexual such as rape, early marriage, and other practices such as sexual harassment, relationships outside the marriage context, and sexual abuses within the family. As well as physical that are related to various violent practices that can reach the level of life threatening sometimes such as violent beatings. In addition to psychological abuse such as insult, isolation, and restricting movement. The forms of violence have also been linked to practices of deprivation of rights and access to various sources and services. Besides, the issues of deprivation of inheritance and maintenance. As well as social and political attacks especially by the Israeli occupation forces. The service provider clarified the essence of accessing services by women, where they find legitimacy in receiving individual psychological and legal services at the health centers, which is more acceptable for couples and parents to receive services in health centers.

In addition, these centers have confidence in both women and men. According to the documented data, women are aware of the individual services of the awareness sessions, which are represented by 70%. Besides, 15% of the women are aware of about the services by visiting health clinics that deal with women's health. As well as, 10% were referred to the Ishraqa centers through partner institutions that are members of the steering committee of the Ishraqa Center such as the Directorate of Social Development and other social centers. In addition, about 5% of women approach individual services through different sources such as the central activities and some women come on their own or through friends or family members. Besides, the centers' coordinators advertise individual services through visits to local institutions in the surrounding villages and neighborhoods.

A point of strength that can be mentioned is that the Ishraqa center uses information bulletin that is specialized for the services provided by Ishraqa and other publications regarding the reproductive health. These publications and information bulletin are distributed to the individuals who approach the health centers, besides the awareness center and the central activities for the Ishraqa. In regard to the forms used for work with an individual case, where the models of the psychological and social integration were developed and it is known as case folder. Each case has its own confidential folder that contains data and special interventions with the case. In both centers, there is a special room for individual counseling purposes that maintain individual confidentiality for each case.

Psychological female specialists use the methodology of early detection of violence and examination of the degree of risk. Besides they use support, enlightenment, empowerment and emotional release. In addition, some cases take an awareness-raising approach in the ways and means of dealing with the problems of children and teenagers. As well as, women are introduced to other institutions, sectors, and services that are available in the center or the region. Female lawyers provide guidance, advice and legal foresight on issues such as alimony, divorce, the conditions of marriage, financial support, and procedural assistance for cases that go to court. For example: how to act in the court? what documents and papers that are needed? And advices regarding legal rights.

In regard to women's collective awareness and counseling, questions were directed to focus groups on women who received service. these questions are about the importance of Ishraqa's facilities in the local community and whether they fit the needs of women in those areas? How did women know about Ishraqa centers? How to choose awareness issues for women's groups? And to examine the extent to which women participate in the selection of awareness issues.

Where all participants agreed on the importance of the idea of the project. The idea is new and it is first experience of its kind for women and girls, where women were introduced to the services by the coordinators of the centers who contacted with them. also, some women knew about the service through the organization which they receive services from such as: The Department of Women's Work, the Directorate of Social Development and Municipality in Qalqilya. As for the university students who are targeted for activities and awareness meetings of both sexes, they were informed through Al-Quds Open University - Social Service Club. As in Hebron, they were informed through Al-Mahawer Charitable Society to clinics and health facilities in both governorates. The majority of women in the focus groups assured that they did not receive any psychological and legal services before the existence of Ishraqa center. In addition, the existence of the center is suitable for the needs of women and girls, especially that it provides guidance and psychological support and introduces the rights of women. Furthermore, the center is concerned about providing free charged fitness service as well as the center is suitable with the ability of women and girls to access the center's location in terms of clear address and its location that is nearby the place who benefited women. Some of the participants in the focus groups explained the following:

"We do not have services, we have many problems including dealing with children, and we have problems with the occupation every day and hour in the neighborhood," the area is exaggerated and it has many problems because of how the Israeli army treats our children. Therefore, these activities which you taught is are important for us and our children and enable us to be more aware of our health and physiological problems.

"The activities which you are doing is an opportunity for us to see meet each other. Also, we are comfortable with the sessions we attend and we feel better and more familiar with the problems"

"We learned about the center of Ishraqa through what we heard from women about topics and meetings. This encouraged us to communicate with the center for the meetings of awareness on topics of early marriage and marital problems and how to deal with the problems of children."

"The activities provided by the organization were good in terms of providing assistance and meeting needs. In addition, the organization has faith in us ...", "... We lived with the coordinator as one family"

"The center of Ishraqa is very important for us ... We are in this neighborhood, nobody asks about us ... Settlers and Jews are harassing threatening us every day... Most of the time we are afraid to go out and leave the house ... Because of this, it good that many of the activities and meetings are conducted in the neighborhood... No one wants to visit us or look at us. Many organizations make only promises and leave us with nothing ... you are for the real the most people who are concerned about us and understand us ... Here in this neighborhood, there are some parents who leave the place so their daughters are able to get married.... because no one wants to come to this neighborhood We have problems related to the psychological health of the children...violence... and no one is working."

"For us, the center is important to be in this area because the area is targeted by the army, and we are interested in preserving the area and not to move away from the old town, and the center help and relieve us a lot"

"We are women, all of us are tortured, and many of us their children were arrested and some are still in the Israeli prison. We became courageous to face the soldiers to defend our lives, and we need the presence of the center with us always to help us with the problems of this area"

Second: the level of efficiency

The psychological service is provided by a qualified staff of female psychologists in the south and a female psychologist in the north. They are both trained and specialized in working with assaulted women as well as experiences in individual psychological support and counseling. In addition to the availability of references and manuals on work in cases of violence against women, including the National System for the referral of Women for Health, Social and Legal Services. Besides, there are two lawyers, where one female lawyer works at the Ishraqa of Hebron and the second lawyer works at the Ishraqa of Qalqilya. Both of the lawyers have a legal practice and several experiences in women's rights issues. The female coordinators, through field visits to the community centers and awareness sessions, direct women to individual counseling services, host and register individual cases, fill in the initial information form. Then, the coordinators contact and follow up with psychologist or lawyer to get an update about the individual counseling sessions. The individual consultation or advising sessions of the women issues may be between one consulting session or longer sessions that may last between 6-8 sessions, each session lasting 45 minutes.

The groups of women in the focus groups expressed their great satisfaction with their participation in the awareness sessions. This because they had an excellent opportunity to gain a lot of information and participate in the subjects dealt with by the psychologist or coordinator or legal aid. In addition, some of these women assured that the selection of awareness topics through an initial examination of the needs by the coordinator through introducing the center and the services it provides and distributing leaflets about the center's services. Accordingly, women express the social and psychological problems and difficulties they face on the personal, family or at the level of the relationship with sons and daughters. Then, a set of meetings arranged in accordance with the priorities to focus on them. Some of these meetings take a formal approach such as the educational and awareness meetings. Other meetings take an interactive and informal approach, such as painting, free interaction, dancing, dabkeh, dialogue sessions and hiking's. This type of activity is mostly dependent on the initiatives of women's groups themselves. When women were asked about the awareness topic that they participate in, there were many issues of awareness and community activities in which women participated in the working areas of Ishraqa centers such as: strengthening the relationship with children emotional release of women, psychological problems, mental health, violence against women, domestic violence, negative energy release, relaxation exercises, free drawing, bedwetting, early marriage, drug abuse awareness, cybercrime, women's rights, inheritance, financial dues, music, dabkeh and dance activities. Women in the focus groups also expressed their satisfaction when they were asked about the dates of meetings and activities. The activities are held in women's free time, especially in the morning. In most of the meetings, Saturday is excluded because of the fact that women are busy with taking care of children. Besides, the off day for most of the husbands who work within the Green Line.

The women's groups expressed their satisfaction when they were asked about the performance of the coordinating team that coordinates and holds the activities and sessions. They expressed their satisfaction with the diversity of the teamwork and its specialties. Also, they assured that the diversity of the psychological, social and legal work team enriches the information, knowledge, and experiences for them. On the other hand, some women in Qalqilya governorate assured the importance of having a sign from the entrance of the health center to advertise awareness activities in the center of Ishraqa.

Quotations of the participants' words and reactions were recorded as follows:

These topics are very important to us and we did not know much about them before. Also, they have an attractive way of explaining and communicating information. If these meetings were not useful, I would not attend all of them."

"When I am bothered, I would go to the coordinator of Ishraqa center in Qalqilya and tell her all my inner feelings which make me relieved."

"I am so happy because I come to the Ishraqa center and I hope that everyone can participate in its activities. I myself encourage all women to participate."

"I benefited a lot from female trainers ... I remember that the lawyer explained the rights of women and there are many things that I heard for the first time ... And we benefited a lot from the trainer of mental health, who is sincere and generous. I benefited a lot from her during the emotional release meetings"

Facilitators have a way of communicating information correctly, and they have a proper way of explaining things. Their information helps us and raise our awareness"

"I participate for the first time in these activities, and my participation at the beginning was difficult in terms of getting used to it and adapt to people, but then I got used to it"

For me, I like to participate in the sessions of emotional release, I find its name interesting and new so I registered in these sessions so I increase my knowledge of everything and can benefit from everything"

The evaluation is always done with the trainer for each meeting, and we are always asked about the benefit and there is always contact with the coordinator even after the meetings of awareness and training"

The intellectuals are great and each one has her own advantage, but all of them make efforts, communicate information, deal with respect, respond to questions and follow up on any subject they are asked about"

The style of the coordinator at the Hebron's Ishraqa and her way of communication is wonderful and we do not feel a barrier in dealing with her"

Third: level of Effectiveness:

The results of the focus groups with women and groups of students showed a noticeable improvement in the level of mental and motivational conditions for integration in psychosocial and social support activities. There were changes in the level of elimination of psychological and social symptoms and difficulties expressed by women by observing changes in their behavior and increasing their level of interaction with the center's activities. The project staff used complementary methods of psychological, social and legal intervention in the implementation of activities and events with groups

The participants expressed their satisfaction in regard to coordination and preparation of the meetings and the quality of the topics that are the focus of the project staff. The women in the focus groups highlighted that the topics selected in the awareness and education are directly affecting their lives and meet their needs. Also, women described the changes that occurred in their lives and the lives of those around them as follows:

"Honestly, I cannot wait until Thursday, my mind and everything changed positivity. God bless the coordinator, she is respectable and modest."

We feel the importance of our presence, enjoy the sports classes, emotional release. The sport coach takes into consideration the situation of each woman., we benefited a lot and we hope to extend sports classes"

"The coordinator gave strength and excitement to the place and also meetings make me feel relieved"

The great thing that we are benefited from more than one side. For example, we have examination of breast cancer, receive medication, and take sports' classes and social gatherings"

I feel like I'm missing something if I do not go to Ishraqa center"

I'm so happy and I hope to participate in all the meetings of the Ishraqa center, and I encourage all women ... We worked on a group breakfast and in our meetings we improved our mood and physiological recreation"

My first time to participate was hard in term of getting used to people, but after the first meeting I got used to it and wanted to continue, and I am so happy to be with the group."

The meetings were useful to me and give me the opportunity to be in a group. This is an opportunity for us to see each other, and all the meetings that take place in the neighborhood were great and important for us"

Fourth: the level of impact

It was considered a point of strength that women on the day they came to the Ishraqa center, they receive more than the service of psychological well-being. For example, in Qalqilya's Ishraqa, some women attend and are committed to physical fitness classes. After completing these classes, they also attend individual counseling or psychological counseling or legal sessions. Besides, the access of women to individual service, there is packages of dignity which contains a list of health and self-needs. Some women expressed that they were moving out of the center as if they had moved to a different psychological state than they had before entering the center. Some of them were able to encourage their husbands to join the marriage counseling service, where the two centers (Ishraqa) managed to provide 8-couples marriage counseling service, on average of 4 pairs in each governorate. Couples who received this service were encouraged to implement initiatives in their communities on issues of family violence based on their practical experiences in that service. It was considered a weak point that the female psychologists and lawyers who provide individual services are partially present at the center and some of them do not exceed one day a week. In addition, often this day is not suitable for the times of some women who barely manage to provide time to access the center to receive individual service or request advice.

In terms of cases classified as dangerous, where Ishraqa centers dealt with cases of physical abuse and 4 cases of sexual assault. However, women who were sexually assaulted completely refused to go to the family protection department of the police or the Directorate of Social Development for reasons related to fearing their exposure or potential consequences of worsening social conditions that they live in. They have preferred to continue to receive the service of psychological guidance and to benefit from the services of the Ishraqa center to reduce the psychological difficulties.

The meetings revealed that the project in the variety of its psychological, health, legal and welfare activities has become the main address for women who participated in those various activities. The wide participation of women in the awareness meetings was a strong point in the project. The project reached 472 women in Hebron governorate and Qalqilya governorate. The number of beneficiaries of the project activities reached 1,368. Some of those women who were targeted in awareness-raising activities have changed their roles in defending the issues of women, who in need of services and being abused, through community initiatives in which they contribute as the Initiative Against Domestic Violence and Early marriages. In addition to developing their relationships with a group of community organization that provide other services to women, whether relief services or economic empowerment. Furthermore, some women in Jabir neighborhood in the old city in Hebron contributed to the formulation of a sweets manufacturing project. As well as, enhancing the relationships of women with the official organizations and networking to communicate with their issues and vital needs. The statements of women regarding the impact of the project quoted as follows:

"We have now information on how to act in cases of violence and how to deal with our children, and we have awareness of the existed organizations that provide services in the country"

"In the past, I used to hit my children, especially when I was angry ... the meetings made me understand and helped me to know how to deal with my children ... Today, I talk with women from the same neighborhood about how to deal with children ... no one helped me before regarding these issues...now we know more and we help other individuals"

"Now, we know our rights and we know how to deal with our rights. They taught us the skills that we can use every day for the emotional release."The most important thing for me is that the center helped me and guided by an organization that provides services to children with problems and difficulties in education, and this was very significant for me."

"I told my friends about reproductive health issues, especially contraception, and encouraged them to know and understand about contraception"

"We know what the police provides for assaulted women and what are the services provided by the social development organizations in the country. Also, the coordinator assists us with anything we need assistance and clarify to us how to act"

Fifth: Lessons learned

The meetings showed us the benefits from the experiences and deepened the sustainability by communicating with the services and meetings of the Ishraqa center and the networking with the local organizations in the region. Some groups of women worked to form a group on the Facebook page to communicate and exchange experiences and ideas in the governorate of Qalqilya, in Hebron governorate women, who have been targeted in awareness activities, were able to contribute to the development of the idea of a small economic project to serve themselves and their families. The project specializes in the sweet industry in the Jaber neighborhood. They were assisted by the staff of the Ishraqa Center to propose the project to the Temporary International Presence in Hebron (TIPH). The project has been accepted and will be provided with training, follow-up, and accompaniment to the project's activities to enable women to manufacture and market the sweets professionally. Some women also expressed their appreciation for the success of the Ishraqa Center in holding meetings with men. In addition, they expressed their concern about the electronic messages that are delivered to their husbands on the issues of violence and reproductive health. Also, they requested that the center to focus more on targeting men in awareness activities and meetings held by the center of Ishraqa. A strong point for women is the presence of the Ishraqa Center in the Qalqilya governorate in the heart of the health center, which facilitates communication and access to the center. In addition, it gives women the legitimacy to continue with the center's services as well as the health services provided by the center. In Hebron governorate, where Ishraqa center located at the Hebron Emergency Center, which is close to the marginalized neighborhoods of development services and policies in the Old City of Hebron. Therefore, some women expressed the view that the center is a highly significant for them to help them with psychological, social, health and legal issues. therefore, women quickly benefited from expanding their choices in seeking economic empowerment in that area to help themselves and their families.

Several recommendations from women have emerged to develop the project and illustrate it as follows:

1. Intensify awareness-raising sessions for children and teenagers from both sex on the topics of violence, drug risks and sexual harassment, and to communicate with schools to intensify these meetings.
2. the importance of accompanying a doctor in the awareness meetings to deal with questions and needs related to women's health and reproductive health
3. Work on the implementation of recreational meetings for women to help them deal with psychological and social difficulties.
4. Announce radio and television broadcast about Ishraqa's services to expand the knowledge of the Ishraqa center's services for women and place a banner showing the location of the Ishraqa center in the health center

Recommendation

1. The need to provide professional supervision service to the staff, develop the skills of intervention work with the issues, following up the improvement in work with the issues based on the containment of needs. In addition, provide space and opportunity to deal with emotions and dynamic relationship with approached issues. Moreover, support social workers and assist them and strengthen their ability to work with issues.
2. Work on developing a guide of internal procedures to work with directions including issues that are categorized to be within the circle of danger, in a way that to serve the development of professional psychological, health and legal intervention and referral with partners.
3. To establish the part-time of psychologists and lawyers who provide services at Ishraqa centers, to ensure the continuity and adequacy of psychological and legal services and to facilitate women's access to them.
4. Provide counseling services for women who have experienced similar conditions of women survivors of violence. As well as group counseling sessions for girls in adolescence on issues related to psychological and physiological difficulties resulting from physical, mental and emotional changes.
5. enhance awareness-raising workshops with men in the local community. As they have an impact on their integration and the activation of their role and their initiatives in advocating for reproductive health issues
6. Provide the staff with training in reporting and writing success stories.



Health Work Committees



PO Box 3966, Al Bireh - Sateh Marhaba



02-2427518



02-2427517



info@hwc-pal.org



www.hwc-pal.org



Health-Work-Committees-Palestine



Ishraqa North West bank (Qalqilya)



Qalqilya—Municipality Street—Qalqiya Health Center —4th Floor



09-2942535



09-2930999



hwc.eshraqa



Ishraqa South West bank (Hebron)



Hebron—Old City—Beside Tarek ben Ziad School



02-2290016



02-2290016



HaL.HwC

Funded by:

